

## Ombudsperson Office



### **Help when you need it.**

The Ombudsperson is a Massachusetts Rehabilitation Commission (*MRC*) staff member who functions as a customer relations liaison between the consumer and the Commission. He/she provides appropriate assistance and support to people with disabilities.

The Ombudsperson responds to inquiries from a variety of agencies and individuals. The Ombudsperson may be contacted by the consumer, a family member, a CAP advocate, medical personnel or MRC staff. Consumer concerns vary widely and might be about issues such as delays in service, their legal rights within the system, or provision of specialized services.

The Ombudsperson, after reviewing a complaint, works with consumers and MRC staff by opening up the communication process and providing problem-solving negotiations.

If an issue cannot be resolved with the assistance of the Ombudsperson, then the consumer may take advantage of their options through a process of appeals, such as an Informal Administrative Review, Mediation or an Impartial Fair Hearing.

MRC makes determinations of eligibility on disability claims through its Disability Determination Services (*DDS*) Program. The Ombudsperson also provides assistance to Social Security claimants and to beneficiaries of Supplemental Security Income (*SSI*) and Social Security Disability Insurance (*SSDI*). However, such assistance does not include contact or advocacy with the Social Security Administration.

The Ombudsperson may be contacted by telephone at (617) 204-3600 or 1-800-245-6543 voice or TTY or by writing to the following address:

MRC Ombudsperson  
600 Washington Street, Boston, MA 02111

The Americans with Disabilities Act of 1990 (*ADA*) prohibits discrimination on the basis of disability in employment and public services provided by government agencies. If consumers or employees of the Massachusetts Rehabilitation Commission believe they have been discriminated against on the basis of disability, they should contact the Commission's Civil Rights Officer:

Mary F. Connelly, Esquire  
Director of Diversity, Massachusetts Rehabilitation Commission  
600 Washington Street, Boston, MA 02111  
617-204-3736 or 617-727-1354 (fax)  
[Mary.Connelly@MassMail.state.ma.us](mailto:Mary.Connelly@MassMail.state.ma.us)